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August 13, 2004

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **NOTICE OF INTENT TO EXTEND EXISTING INFORMATION
TECHNOLOGY SUPPORT SERVICE MASTER AGREEMENT (ITSSMA)
WORK ORDERS N04-0341, N04-0342, AND N04-0364 WITH MODIS
INCORPORATED**

This is to advise you of my intent to request Internal Services Department (ISD) to amend three current ITSSMA Work Orders Nos. N04-0341, N04-0342, and N04-0364 with MODIS, Inc. This will extend the term of Work Order Nos. N04-0341 and N04-0342 by 13 months and Work Order No. N04-0364 by 12 months, and will increase the amount of the three Work Orders by \$397,050, for a grand total of \$696,950. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. This request is to obtain technically skilled contractual staff to enhance and maintain critical database applications, which support the Department of Health Services (DHS) Clinical Resource Management (CRM) Program.

Background

The CRM Program is responsible for adopting new methods for delivering health care by utilizing a standardized approach to clinical decision-making and optimization of resources. The implementation of the CRM Program is an integral part in meeting the objectives of the 1115 Waiver for Los Angeles County. Delays in implementation of such may result in financial sanctions for DHS if it does not meet the terms of the Waiver.

Some existing CRM applications require transition to current Window-based platforms, others require new development or interface to other applications. In May 2003, a team of consultants was selected from MODIS, Inc., through the ITSSMA competitive bidding process to work on CRM applications. Work Order Nos. N04-0333, N04-0341, and N04-0342 were executed for

\$293,900. The Board had not been previously notified of this ITSSMA contract as the cost was below the \$300,000 threshold.

In July 2003, the consultant filling Work Order N04-0333 left the position. This position had remained unfilled despite attempts by MODIS, Inc. to find a suitable replacement. Therefore, this work order was terminated. In September 2003, DHS used a competitive ITSSMA bid in order to seek a replacement database administrator for this position with the same qualifications and similar level of expertise as was specified under the original work order. In November 2003, Work Order N04-0364 with MODIS, Inc. was executed for \$60,000 to accomplish this.

In June 2004, Work Order No. N04-0341 was extended to August 31, 2004 and 100 hours were added. In July 2004, Work Order No. N04-0342 was extended to August 31, 2004. In both cases additional time was required to process the full 13 month extension request of the work orders.

Scope of Work

The scope of work will remain unchanged. The team of consultants includes a Database Administrator (DBA), a Senior Programmer, and a Junior Programmer. This team will continue to support the CRM Information Technology Group (CRM ITG) staff. Their duties include:

- Migrating the CRM application architecture to Microsoft.Net technology;
- Converting the current database schema, tables and program code to Microsoft SQL technology;
- Designing, developing, testing, implementing and deploying critical components of new applications in the new platforms; and
- Providing knowledge transfer to CRM ITG staff to continuously develop and maintain the CRM system after September 30, 2005.

Justification

Due to the unexpected termination of the previous work order N04-0333, there was a significant delay in the migration of existing applications to Microsoft technologies as well as delay of the development of critical components of new applications. To complete this work, the CRM recommends the extension of Work Order Nos. N04-0341 and N04-0342 for a 13-month period from September 1, 2004 through September 30, 2005, and the extension of Work Order No. N04-0364 for a 12 month period from October 1, 2004 through September 30, 2005.

There are no County employees with the expertise or skills needed to perform the technical programming and database administration needed to develop and implement the necessary CRM applications. Once the necessary interfaces and technological infrastructures have been developed and successfully deployed, this temporary resource will not need to be sustained. The consultants will provide the technical expertise in database design and knowledge transfer to DHS technical staff to maintain the CRM system after September 30, 2005.

Fiscal Impact

The hourly rates for each contractor will remain the same during the extended term.

Work Order	Current Term	Current Amount	Additional Amount	New Grand Total
N04-0333	06/03/2003 - 07/09/2003 (Terminated)	\$60,000 (Expend Dollar Amount: \$6,000)	N/A	\$6,000
N04-0341	06/03/2003 - 08/31/2004	\$156,900	\$182,160	\$339,060
N04-0342	06/03/2003 - 08/31/2004	\$77,000	\$90,090	\$167,090
N04-0364	11/05/2003 - 09/30/2004	\$60,000	\$124,800	\$184,800
	Total	\$299,900	\$397,050	\$696,950

DHS has included funding for CRM application work in its FY 2004-05 Information Technology operating budget.

Notification Timeline

In accordance with the ITSSMA policies and procedures, if notification from your Board is not received within two weeks from the date of this notice, we will request ISD to execute the three Work Order extensions. If you have any questions or need additional information, please contact Ellen Marie Gail, Clinical Resource Management, at (818) 364-3272.

TLG:gc

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Interim Director, Internal Services Department

NOTED AND APPROVED:

Jon W. Fullinwider
Chief Information Officer

Date